



The Indiana Family and Social Services Administration

Budget Committee Presentation

December 15, 2009

Secretary Anne Murphy





Number of Hoosiers Receiving Benefits Increases Since 2002

With the economic downturn, FSSA program enrollment has increased by nearly 31% since 2005.

Benefit Recipients by Program (as of June 30 annually)

	2002	2003	2004	2005	2006	2007	2008	2009	Current***
Medicaid*	756,904	777,170	822,344	847,625	857,599	877,933	920,332	1,017,571	1,048,547
Food Stamp Recipients	428,089	487,197	532,402	557,206	575,602	586,156	639,470	721,155	786,699
Food Stamp Households	180,457	205,208	228,218	241,177	249,914	253,443	273,876	306,562	335,493
TANF	151,269	146,783	148,788	141,055	135,206	117,311	122,743	119,912	114,119
Number of Hoosiers enrolled in at least one program**	776,121	810,694	866,103	899,701	922,434	943,343	1,013,429	1,114,950	1,180,712

* Medicaid increase in 2008 & 2009 affected by addition of HIP program (18,903 members in 2008 & 50,115 members in 2009).

** Program totals are comprised of only unique cases, and not a sum of individual program data.

*** Current is as of November 30, 2009

Source: "Indiana Fact" report; ICES



Contract Costs to Date

	Date Signed	Billed as of 11/30/09	Paid as of 11/30/09	State share paid	Federal share paid
Ongoing Modernization Costs					
Master Service Agreement <i>Over 1,800 Staff</i>	December 2006	\$343,921,253	\$332,446,521	\$149,600,935	\$182,845,587
Enhanced Outreach (CR64/67)	June 2008	\$38,439,642	\$38,417,378	\$17,287,820	\$21,129,558
Telecommunications (CR33 & 60)	Dec 08/June 08	\$1,767,342	\$1,725,326	\$776,397	\$948,929
New Program Costs					
HIP (CR23)	September 2007	\$44,504,556	\$42,957,445	\$21,478,722	\$21,478,722
SCHIP (CR 59)	November 2008	\$152,220	\$136,014	\$61,206	\$74,807
One time costs					
Disaster Relief (CR 68/93)	Aug/Dec 2008	\$2,170,000	\$2,170,000	\$962,536	\$1,207,464
Third Party Liability (CR 53)	April 2008	\$285,184	\$285,184	\$142,592	\$142,592
Self Addressed Stamped Envelope (CR90)	December 2008	\$90,000	\$90,000	\$39,921	\$50,079
TOTAL COSTS		\$431,330,197	\$418,227,868	\$190,350,129	\$227,877,738



Hybrid: Best of Both Worlds

- FSSA has continued to reach out to & work with clients, advocates and staff to create and model a hybrid solution that combines the best of the modernized and pre-modernized systems.
 - Hybrid Advisory Group
 - hybridinput@fssa.in.gov
- Guiding Principles
 - Improve client experience
 - Improve timeliness of application determinations, redeterminations and change processing
 - Improve accuracy, and in turn reduce error rates



Listening to clients, advocates & staff

– Hybrid Advisory Group

- Consists of approximately 30 representatives from hospitals, waiver providers, nursing homes, etc. around the state
- Held conference calls & in-person meeting with topics ranging from:
 - VCAN
 - Communication between clients, advocates and the State
 - Call Center
 - Application process
 - Entry to the system & use of technology
 - Verifications and lost documents
- FSSA will continue to seek feedback from advocates as the Hybrid Solution is implemented.



Listening to clients, advocates & staff

- FSSA has already received over 200 emails to hybridinput@fssa.in.gov
 - Sherry, SEC, Bedford
 - “Each county should take care of their county but have the document center for information to be stored and the 1-800 number to answer questions.”
 - Jennifer, SWIRCA, Evansville
 - “I believe that having access to the FSSA website and being able to print various needed forms has been very helpful. However, in my experiences with the population we serve, the face-to-face contact has proved to be the most beneficial.”
 - Stephanie, client
 - “My girls and I have been getting assistance and we appreciate it...It is much easier for me to do the phone interviews since I have small girls. I appreciate the system very much.”



Vanderburgh Pilot Region

- Implementation: Begins in January
- Clients will be served by a team located in their region, instead of staff located throughout Indiana.
- What will occur in local offices, the Regional Change Center and the Document Center?
 - Local Offices: Any client inquiries, food stamp applications and recertifications, adult Medicaid applications, TANF applications
 - Regional Change Center: Medicaid only redeterminations, Hoosier Healthwise processing, all changes related to a client's case, processing of food stamp interim reports, benefit recovery
 - Document Center: Scan and attach documents to a client's case file

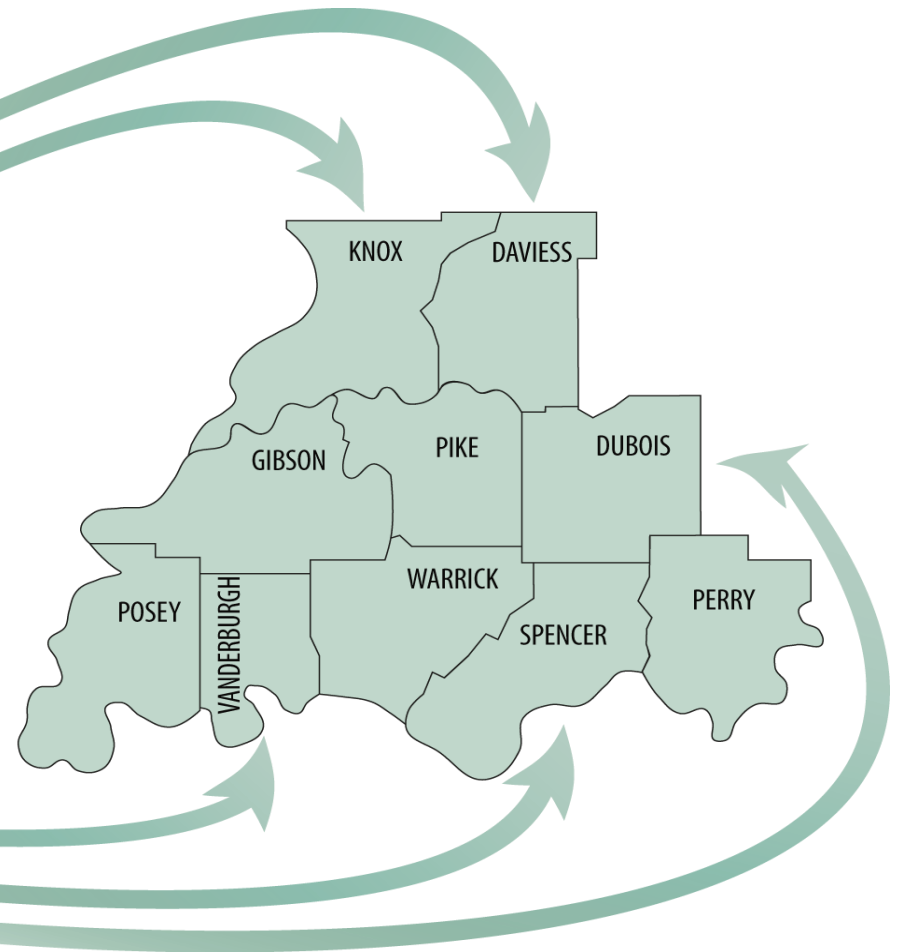


Vanderburgh Pilot Region

20 staff will move from
Vanderburgh Service
Center to local offices



Service Center





Vanderburgh Pilot Region

- Focus on improving client access through technology continues:
 - 24/7 access to IVR system to check status of benefits
 - Paperless case files
 - Option to mail or fax documents to Document Center
 - Apply for benefits online and complete application by using the electronic signature
 - Option to participate in a telephone interview
- Meanwhile, every county will continue to have a local office and clients always have the option to seek assistance from staff in the local office.
 - There are 108 local offices located throughout Indiana.



2 Tiered System

- The 2-tiered system refers to the process of having a different worker approve benefits from the worker that has done the application intake.
- Benefits:
 - Has helped to eliminate claims of employee fraud
 - Increased accountability
- Team Approach in Local Office
 - Same office, Same team = seamless process
 - Accuracy
 - Coaching and Mentoring



Fraud

- From 2002-2005, 15 FSSA caseworkers and 21 co-conspirators were convicted of fraud
- In the 3 years prior to modernization, employee fraud cost Hoosier taxpayers over \$1 million.
- Since modernization, the two-tiered system has helped to eliminate claims of employee fraud.



New Contracts

- The State is in the lead on the Hybrid Solution, but will contract with the following entities that were subcontractors to IBM:
 - ACS
 - Arbor
 - Curam
 - Gravitant
 - Haverstick
 - I3
 - Manpower
 - Phoenix
 - Postmasters
 - RCR
 - Potentially an IT prime vendor



FSSA Communication

- FSSA will continue to work with advocates and providers to resolve cases.
 - VCAN network
 - Regional e-mail addresses for providers to submit inquiries and work with local staff on client cases.
 - FSSA will send updates to providers and advocates regarding changes and others relevant information.
 - Agency Portal will continue
- Legislative Constituent Care inquiries will continue to be addressed.
- FSSA remains in constant contact with its federal partners.



New Client Experience: Making It Simple

- Complaint: “I have sent my documents, but I keep getting told they haven’t been received.”
 - Solution: Staff will input information from documents brought to local office in real time. Documents will then be imaged and sent to Document Center to be attached to case.
 - Solution: New Quality Control measures
- Complaint: “I can’t get ahold of my caseworker”
 - Solution: Team approach
 - Solution: Accountability
- Complaint: “No one at the call center knows anything about my case. I keep getting different answers.”
 - Solution: Local, not statewide, client focus
 - Solution: Fewer touches per case; more face-to-face contact with clients
- Complaint: “I called the call center and was on hold for an hour.”
 - Solution: Client calls will be routed to their local office.